

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Community and Culture	Application Services	Paul Lundell	0 0	1 0	1 0
		Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Campus Networking	Charmaine Malan	0 0	1 0	1 0
		Jordy Davis	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Help Desk	Vicky Marrelli	0 0	2 2	2 2
		Assigned to Individual Total	0 0	2 2	2 2
	Metro A Desktop Support	Burton Brown	0 0	15 2	15 2
		Diane Pfeifer	0 0	1 1	1 1
		Edward Fortner	0 0	1 0	1 0

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

			High	Low	FCR Total
Community and Culture	Metro A Desktop Support	Kraig Ellis	0	3	3
			0	2	2
		Robert Wall	0	1	1
			0	1	1
		Assigned to Individual Total	0	21	21
			0	6	6
	Metro A Help Desk	Cindy Schroeder	0	4	4
			0	4	4
		Ed Conrad	1	7	8
			1	7	8
		Liz Evans	0	6	6
			0	6	6
		Assigned to Individual Total	1	17	18
			1	17	18
	Metro B Desktop Support	Anthony Booyse	0	1	1
			0	0	0
		Bill Crowther	0	2	2
			0	1	1
		Jay Locker	0	1	1
			0	0	0
		Ken Bolkcom	0	1	1
			0	0	0
		Michael Barth	0	6	6
			0	0	0
		Peter Musser	0	1	1
			0	0	0
		Assigned to Individual Total	0	12	12
			0	1	1

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

			High	Low	FCR Total
Community and Culture	Metro B Help Desk	Val Shepherd	0	2	2
			0	2	2
	Assigned to Individual Total		0	2	2
			0	2	2
	Metro D Help Desk	Jed Patrick	0	1	1
			0	1	1
	Assigned to Individual Total		0	1	1
			0	1	1
	Network Operations	Brant Davis	0	1	1
			0	0	0
		Dave Bodily	0	2	2
			0	0	0
	Assigned to Individual Total		0	3	3
			0	0	0
	Operations Production Control	Christie Burnham	0	11	11
			0	11	11
	Assigned to Individual Total		0	11	11
			0	11	11
	Rural North Desktop Support	Ryan Casey	0	3	3
			0	1	1
	Assigned to Individual Total		0	3	3
			0	1	1
	Rural South Desktop Support	Doug Chaston	0	2	2
			0	0	0
		Ryan Bennett	0	1	1
			0	1	1
	Assigned to Individual Total		0	3	3
			0	1	1

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

			High	Low	FCR Total
Community and Culture	Security	Jed Johnson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Operations	Gail Christiansen	0 0	1 0	1 0
		Romanza Hamblin	0 0	4 0	4 0
		Assigned to Individual Total	0 0	5 0	5 0
	Assigned Group Total		1 1	85 42	86 43
	Customer Company Total			1 1	85 42

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
Community and Culture	Application Services	Paul Lundell	0 0	1 0	1 0
		Tony Larsen	0 0	1 1	1 1
		Assigned to Individual Total	0 0	2 1	2 1
	Campus Networking	Charmaine Malan	0 0	1 1	1 1
		Jordy Davis	0 0	1 1	1 1
		Assigned to Individual Total	0 0	2 2	2 2
	Help Desk	Vicky Marrelli	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Metro A Desktop Support	Burton Brown	0 0	15 1	15 1
		Diane Pfeifer	0 0	1 0	1 0
		Edward Fortner	0 0	1 0	1 0

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

			High	Low	MIR Total
Community and Culture	Metro A Desktop Support	Kraig Ellis	0 0	3 0	3 0
		Robert Wall	0 0	1 0	1 0
		Assigned to Individual Total	0 0	21 1	21 1
	Metro A Help Desk	Cindy Schroeder	0 0	4 0	4 0
		Ed Conrad	1 0	7 0	8 0
		Liz Evans	0 0	6 0	6 0
		Assigned to Individual Total	1 0	17 0	18 0
	Metro B Desktop Support	Anthony Booyse	0 0	1 0	1 0
		Bill Crowther	0 0	2 0	2 0
		Jay Locker	0 0	1 0	1 0
		Ken Bolkcom	0 0	1 0	1 0
		Michael Barth	0 0	6 0	6 0
		Peter Musser	0 0	1 0	1 0
		Assigned to Individual Total	0 0	12 0	12 0

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

			High	Low	MIR Total
Community and Culture	Metro B Help Desk	Val Shepherd	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Metro D Help Desk	Jed Patrick	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Network Operations	Brant Davis	0 0	1 0	1 0
		Dave Bodily	0 0	2 0	2 0
		Assigned to Individual Total	0 0	3 0	3 0
	Operations Production Control	Christie Burnham	0 0	11 0	11 0
		Assigned to Individual Total	0 0	11 0	11 0
	Rural North Desktop Support	Ryan Casey	0 0	3 0	3 0
		Assigned to Individual Total	0 0	3 0	3 0
	Rural South Desktop Support	Doug Chaston	0 0	2 0	2 0
		Ryan Bennett	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 0	3 0

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

			High	Low	MIR Total
Community and Culture	Security	Jed Johnson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Operations	Gail Christiansen	0 0	1 0	1 0
		Romanza Hamblin	0 0	4 0	4 0
		Assigned to Individual Total	0 0	5 0	5 0
	Assigned Group Total		1 0	85 4	86 4
Customer Company Total			1 0	85 4	86 4

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Community and Culture	Application Services	Paul Lundell	0 0.00	1 0.83	1 0.83
		Tony Larsen	0 0.00	1 3.10	1 3.10
		Assigned to Individual Total	0 0.00	2 1.96	2 1.96
	Campus Networking	Charmaine Malan	0 0.00	1 1.04	1 1.04
		Jordy Davis	0 0.00	1 512.45	1 512.45
		Assigned to Individual Total	0 0.00	2 256.75	2 256.75
	Help Desk	Vicky Marrelli	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	2 0.00
	Metro A Desktop Support	Burton Brown	0 0.00	15 0.24	15 0.24
		Diane Pfeifer	0 0.00	1 0.00	1 0.00
		Edward Fortner	0 0.00	1 0.00	1 0.00

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

			High	Low	ATTIR Total
Community and Culture	Metro A Desktop Support	Kraig Ellis	0 0.00	3 0.21	3 0.21
		Robert Wall	0 0.00	1 0.46	1 0.46
		Assigned to Individual Total	0 0.00	21 0.22	21 0.22
	Metro A Help Desk	Cindy Schroeder	0 0.00	4 0.02	4 0.02
		Ed Conrad	1 0.00	7 0.01	8 0.01
		Liz Evans	0 0.00	6 0.00	6 0.00
		Assigned to Individual Total	1 0.00	17 0.01	18 0.01
	Metro B Desktop Support	Anthony Booyse	0 0.00	1 0.08	1 0.08
		Bill Crowther	0 0.00	2 0.20	2 0.20
		Jay Locker	0 0.00	1 0.10	1 0.10
		Ken Bolkcom	0 0.00	1 0.09	1 0.09
		Michael Barth	0 0.00	6 0.08	6 0.08
		Peter Musser	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	12 0.10	12 0.10

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

			High	Low	ATTIR Total
Community and Culture	Metro B Help Desk	Val Shepherd	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	2 0.00
	Metro D Help Desk	Jed Patrick	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Network Operations	Brant Davis	0 0.00	1 0.00	1 0.00
		Dave Bodily	0 0.00	2 0.01	2 0.01
		Assigned to Individual Total	0 0.00	3 0.01	3 0.01
	Operations Production Control	Christie Burnham	0 0.00	11 0.00	11 0.00
		Assigned to Individual Total	0 0.00	11 0.00	11 0.00
	Rural North Desktop Support	Ryan Casey	0 0.00	3 0.22	3 0.22
		Assigned to Individual Total	0 0.00	3 0.22	3 0.22
	Rural South Desktop Support	Doug Chaston	0 0.00	2 0.34	2 0.34
		Ryan Bennett	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.23	3 0.23

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

			High	Low	ATTIR Total
Community and Culture	Security	Jed Johnson	0 0.00	1 0.96	1 0.96
		Assigned to Individual Total	0 0.00	1 0.96	1 0.96
	Voice Operations	Gail Christiansen	0 0.00	1 0.00	1 0.00
		Romanza Hamblin	0 0.00	4 0.30	4 0.30
		Assigned to Individual Total	0 0.00	5 0.24	5 0.24
	Assigned Group Total		1 0.00	85 6.20	86 6.13
Customer Company Total			1 0.00	85 6.20	86 6.13

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Community and Culture	Application Services	Paul Lundell	0 0	1 0	1 0
		Tony Larsen	0 0	1 1	1 1
		Assigned to Individual Total	0 0	2 1	2 1
	Campus Networking	Charmaine Malan	0 0	1 0	1 0
		Jordy Davis	0 0	1 1	1 1
		Assigned to Individual Total	0 0	2 1	2 1
	Help Desk	Vicky Marrelli	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Metro A Desktop Support	Burton Brown	0 0	15 0	15 0
		Diane Pfeifer	0 0	1 0	1 0
		Edward Fortner	0 0	1 0	1 0

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

			High	Low	MR Total
Community and Culture	Metro A Desktop Support	Kraig Ellis	0 0	3 0	3 0
		Robert Wall	0 0	1 0	1 0
		Assigned to Individual Total	0 0	21 0	21 0
	Metro A Help Desk	Cindy Schroeder	0 0	4 0	4 0
		Ed Conrad	1 0	7 0	8 0
		Liz Evans	0 0	6 0	6 0
		Assigned to Individual Total	1 0	17 0	18 0
	Metro B Desktop Support	Anthony Booyse	0 0	1 0	1 0
		Bill Crowther	0 0	2 0	2 0
		Jay Locker	0 0	1 0	1 0
		Ken Bolkcom	0 0	1 0	1 0
		Michael Barth	0 0	6 0	6 0
		Peter Musser	0 0	1 0	1 0
		Assigned to Individual Total	0 0	12 0	12 0

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

			High	Low	MR Total
Community and Culture	Metro B Help Desk	Val Shepherd	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Metro D Help Desk	Jed Patrick	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Network Operations	Brant Davis	0 0	1 0	1 0
		Dave Bodily	0 0	2 1	2 1
		Assigned to Individual Total	0 0	3 1	3 1
	Operations Production Control	Christie Burnham	0 0	11 0	11 0
		Assigned to Individual Total	0 0	11 0	11 0
	Rural North Desktop Support	Ryan Casey	0 0	3 0	3 0
		Assigned to Individual Total	0 0	3 0	3 0
	Rural South Desktop Support	Doug Chaston	0 0	2 0	2 0
		Ryan Bennett	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 0	3 0

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

			High	Low	MR Total
Community and Culture	Security	Jed Johnson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Operations	Gail Christiansen	0 0	1 0	1 0
		Romanza Hamblin	0 0	4 0	4 0
		Assigned to Individual Total	0 0	5 0	5 0
	Assigned Group Total		1 0	85 3	86 3
Customer Company Total			1 0	85 3	86 3

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Community and Culture	Application Services	Paul Lundell	0 0.00	1 1.60	1 1.60
		Tony Larsen	0 0.00	1 44.25	1 44.25
		Assigned to Individual Total	0 0.00	2 22.92	2 22.92
	Campus Networking	Charmaine Malan	0 0.00	1 5.95	1 5.95
		Jordy Davis	0 0.00	1 512.45	1 512.45
		Assigned to Individual Total	0 0.00	2 259.20	2 259.20
	Help Desk	Vicky Marrelli	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	2 0.00
	Metro A Desktop Support	Burton Brown	0 0.00	15 0.90	15 0.90
		Diane Pfeifer	0 0.00	1 0.75	1 0.75
		Edward Fortner	0 0.00	1 0.54	1 0.54

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

			High	Low	ATTR Total
Community and Culture	Metro A Desktop Support	Kraig Ellis	0 0.00	3 0.51	3 0.51
		Robert Wall	0 0.00	1 1.46	1 1.46
		Assigned to Individual Total	0 0.00	21 0.85	21 0.85
	Metro A Help Desk	Cindy Schroeder	0 0.00	4 0.30	4 0.30
		Ed Conrad	1 0.06	7 0.16	8 0.15
		Liz Evans	0 0.00	6 0.01	6 0.01
		Assigned to Individual Total	1 0.06	17 0.14	18 0.14
	Metro B Desktop Support	Anthony Booyse	0 0.00	1 0.20	1 0.20
		Bill Crowther	0 0.00	2 1.71	2 1.71
		Jay Locker	0 0.00	1 2.50	1 2.50
		Ken Bolkcom	0 0.00	1 4.32	1 4.32
		Michael Barth	0 0.00	6 3.26	6 3.26
		Peter Musser	0 0.00	1 1.73	1 1.73
		Assigned to Individual Total	0 0.00	12 2.65	12 2.65

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

			High	Low	ATTR Total
Community and Culture	Metro B Help Desk	Val Shepherd	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	2 0.00
	Metro D Help Desk	Jed Patrick	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Network Operations	Brant Davis	0 0.00	1 5.59	1 5.59
		Dave Bodily	0 0.00	2 28.09	2 28.09
		Assigned to Individual Total	0 0.00	3 20.59	3 20.59
	Operations Production Control	Christie Burnham	0 0.00	11 0.00	11 0.00
		Assigned to Individual Total	0 0.00	11 0.00	11 0.00
	Rural North Desktop Support	Ryan Casey	0 0.00	3 0.33	3 0.33
		Assigned to Individual Total	0 0.00	3 0.33	3 0.33
	Rural South Desktop Support	Doug Chaston	0 0.00	2 0.34	2 0.34
		Ryan Bennett	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.23	3 0.23

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

			High	Low	ATTR Total
Community and Culture	Security	Jed Johnson	0 0.00	1 1.53	1 1.53
		Assigned to Individual Total	0 0.00	1 1.53	1 1.53
	Voice Operations	Gail Christiansen	0 0.00	1 0.28	1 0.28
		Romanza Hamblin	0 0.00	4 0.63	4 0.63
		Assigned to Individual Total	0 0.00	5 0.56	5 0.56
	Assigned Group Total		1 0.06	85 8.14	86 8.04
Customer Company Total			1 0.06	85 8.14	86 8.04

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

Detail

INC000000392521	Alycia Aldrich Campus Networking	Wireless Connectivity Jordy Davis	Performance Community and Culture	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	512.45 512.45
INC000000412845	Jeffery Fullmer Rural North Desktop Support	None Ryan Casey	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.65 0.66
INC000000415981	Lisa F Nelson Campus Networking	Network Charmaine Malan	Incident Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.04 5.95
INC000000417068	Kathy Kirtz Application Services	Application Tony Larsen	Error Community and Culture	Novell GroupWise Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	3.10 44.25
INC000000420843	Jeffery Fullmer Network Operations	Application Dave Bodily	Error Community and Culture	CapNet Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.02 54.00
INC000000422742	Jean Irwin Voice Operations	Telecom Romanza Hamblin	None Community and Culture	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 0.39
INC000000423121	Jonathan Hardy Metro A Desktop Support	Print/Copy/Scan/Fax Burton Brown	Queue Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.76 1.18
INC000000423309	Jean Irwin Metro A Desktop Support	Print/Copy/Scan/Fax Kraig Ellis	Incident Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 0.36
INC000000423585	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000423600	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000423602	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000423920	Claudia Nakano Metro A Help Desk	PC/Laptop Ed Conrad	Hardware Community and Culture	None High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000423980	Chris Frederickson Metro A Desktop Support	Application Burton Brown	Error Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.48
INC000000424111	Sheryl Featherstone Metro A Desktop Support	PC/Laptop Burton Brown	Hardware Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.70
INC000000424154	Leann Barnhurst Metro B Help Desk	Application Val Shepherd	None Community and Culture	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000424164	Jonathan Hardy Metro A Desktop Support	None Burton Brown	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

INC000000424292	Kelly K Anderson Metro A Desktop Support	PC/Laptop Burton Brown	Hardware Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.72
INC000000424437	Debbie Reese Metro A Help Desk	Application Liz Evans	None Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000424559	Kathy Kirtz Application Services	Application Paul Lundell	None Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.83 1.60
INC000000424798	Jeffery Fullmer Network Operations	Network Dave Bodily	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.18
INC000000424877	Shad West Help Desk	Application Vicky Marrelli	Password Community and Culture	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000424881	Shad West Metro A Desktop Support	Application Burton Brown	Password Community and Culture	PGP Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.00 1.03
INC000000424955	Donna Morris Metro B Desktop Support	Application Bill Crowther	Error Community and Culture	iTunes Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 3.42
INC000000425062	Shad West Metro A Desktop Support	Application Burton Brown	Error Community and Culture	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.48 2.53
INC000000425152	Londi Rowley Metro A Help Desk	Network Ed Conrad	Error Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000425369	Michael Johnson Metro A Help Desk	Application Ed Conrad	Error Community and Culture	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20
INC000000425456	Jill Spriggs Rural South Desktop Support	PC/Laptop Doug Chaston	Performance Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.45 0.45
INC000000425484	April DeGross Rural South Desktop Support	Application Ryan Bennett	Error Community and Culture	Microsoft Windows XP Professional Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000425498	Jill Spriggs Metro B Desktop Support	Application Peter Musser	Error Community and Culture	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.73
INC000000425612	Cheryl Mansen Metro B Desktop Support	None Bill Crowther	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000425835	Douglas Lee Metro A Desktop Support	None Burton Brown	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
INC000000425890	Jane Van Wagoner Metro A Desktop Support	Print/Copy/Scan/Fax Burton Brown	Queue Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.77
INC000000425899	Jill Spriggs Rural South Desktop Support	PC/Laptop Doug Chaston	Performance Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.24

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

INC000000425930	Jill Spriggs Metro A Help Desk	Telecom Ed Conrad	Call Management Community and Culture	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000426045	Janice Reed-Campbell Metro A Help Desk	Print/Copy/Scan/Fax Cindy Schroeder	Incident Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.27
INC000000426137	Shirlee Silversmith Metro A Help Desk	None Liz Evans	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000426141	Cheryl Mansen Metro B Desktop Support	None Ken Bolkcom	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 4.32
INC000000426214	Vince Silas Metro B Desktop Support	PC/Laptop Michael Barth	Error Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.44
INC000000426231	Colleen Eggett Metro B Desktop Support	PC/Laptop Michael Barth	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 3.08
INC000000426243	Amanda McDonald Metro A Desktop Support	Network Burton Brown	Error Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.55
INC000000426278	Chris Frederickson Metro A Desktop Support	None Burton Brown	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000426366	Lori Hunsaker Metro A Desktop Support	Print/Copy/Scan/Fax Kraig Ellis	Incident Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 1.12
INC000000426549	Jean Irwin Metro D Help Desk	None Jed Patrick	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000426821	Glenna Matekel Metro A Help Desk	Application Liz Evans	None Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000426912	Janice Reed-Campbell Metro A Desktop Support	None Kraig Ellis	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000427079	Linda Roholt Metro B Desktop Support	PC/Laptop Michael Barth	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 1.56
INC000000427082	Roxann Rose Metro B Desktop Support	None Michael Barth	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 1.53
INC000000428285	Rhonda Wilkinson Metro A Desktop Support	None Burton Brown	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.68 0.81
INC000000429322	Londi Rowley Voice Operations	Telecom Romanza Hamblin	Voice Mail Community and Culture	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 1.39
INC000000429347	Alyssa Grove Voice Operations	Telecom Romanza Hamblin	Coverage Path Community and Culture	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.11

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

INC000000430031	Brian Richards	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000430040	Rosalinda Tsosie	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000430042	Rosalinda Tsosie	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000430303	Jill Spriggs	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.89
INC000000430530	Jeri Openshaw	PC/Laptop	Password	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	4.26
INC000000430790	Geoffrey Fattah	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.15
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	1.62
INC000000430950	Kathy Kirtz	Application	None	Unified Social Services Delivery		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000431483	Diana Walker	Application	Reporting	None		TIR Missed:	No	TIR:	0.08
	Metro B Desktop Support	Anthony Booyse	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.20
INC000000431817	Jinnie Edgar	None	None	None		TIR Missed:	No	TIR:	0.96
	Security	Jed Johnson	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	1.53
INC000000431928	Sarah Pitkin	Application	None	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000431982	Eva Salazar	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000432075	Susan Hayward	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.08
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	1.51
INC000000432388	Barbara Murphy	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000432805	Pema Chagzoetsang	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.16
INC000000433565	Jeffery Fullmer	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ryan Casey	Community and Culture	Low	Resolved	TTR Missed:	No	TTR:	
INC000000433613	Vince Silas	None	None	None		TIR Missed:	No	TIR:	0.10
	Metro B Desktop Support	Jay Locker	Community and Culture	Low	Resolved	TTR Missed:	No	TTR:	2.50
INC000000434050	Brian Richards	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed:	No	TTR:	0.00

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

INC000000434094	Arie Leeftang Metro A Help Desk	Network Liz Evans	Incident Community and Culture	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000434133	Deb A Miller Metro A Help Desk	Application Liz Evans	None Community and Culture	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000434148	Renae Weder Metro A Help Desk	None Liz Evans	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000434343	Kimbal Hale Metro A Desktop Support	Application Burton Brown	Error Community and Culture	Microsoft Excel Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.58
INC000000434352	Eva Salazar Metro A Help Desk	Application Cindy Schroeder	Error Community and Culture	eFIND/eSHARE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000434391	Brian Richards Operations Production Control	None Christie Burnham	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000434392	Eva Salazar Operations Production Control	None Christie Burnham	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000434395	Eva Salazar Operations Production Control	None Christie Burnham	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000434632	Jeffery Fullmer Rural North Desktop Support	None Ryan Casey	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000434784	Arie Leeftang Metro A Help Desk	Application Ed Conrad	Password Community and Culture	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000434972	Jean Irwin Metro A Help Desk	Application Ed Conrad	Error Community and Culture	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.47
INC000000435034	Diana Walker Voice Operations	Telecom Gail Christiansen	Call/Receive Community and Culture	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.28
INC000000435761	Jeffery Fullmer Network Operations	Network Brant Davis	Error Community and Culture	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.59
INC000000435969	Julie A Anderson Voice Operations	Telecom Romanza Hamblin	Coverage Path Community and Culture	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.65
INC000000436047	Cheryl Brown Metro A Help Desk	Application Ed Conrad	Error Community and Culture	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000436062	Roxann Rose Metro B Desktop Support	None Michael Barth	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 5.71
INC000000436322	Sheryl Featherstone Metro A Desktop Support	Application Diane Pfeifer	Password Community and Culture	Contribute Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.75

Enterprise Incident Report December 2011

As of 1/3/2012

Community and Culture

INC000000436430	Kathy Kirtz	None	None	None		TIR Missed: No	TIR:	0.46
	Metro A Desktop Support	Robert Wall	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	1.46
INC000000436507	Man Diep	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.54